

TeleTherapy Information for Montrose Customers

What is it?

Zoom is our video conferencing system. It can be used from most devices including PC, laptop, Ipad or mobile device to speak to a Montrose staff member via video.

Getting set up for TeleTherapy

1) Open the TeleTherapy email

- Your therapist or another Montrose staff member will email you a weblink. You will need this to start your TeleTherapy Session.

Zoom link sent to you via email:

- To start your session simply click on the meeting link (shown in red here) that you are sent by the organiser and follow the steps.

Hi there,

is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: <https://.zoom.us/j/>

Or iPhone one-tap :

US: [+16468769923](tel:+16468769923), or [+16699006833](tel:+16699006833).

Or Telephone :

Dial(for higher quality, dial a number based on your current location):

2) Ten minutes before your appointment

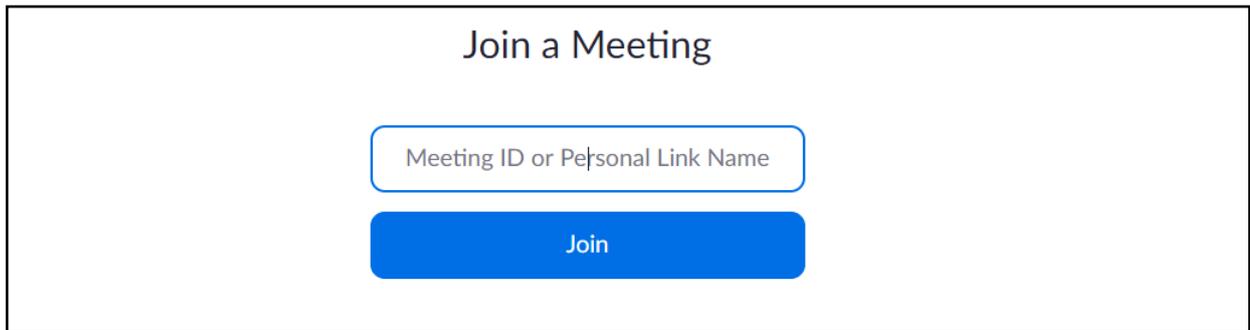
Using the device that you want to use for your TeleTherapy session (note where possible please use a device that can be moved during the therapy session such as an ipad or laptop)

Either:

- a) Click on the zoom link you have been provided with (as shown in the image above)

Or:

- b) Go to <https://montrose.zoom.us/join> and Enter the Meeting ID provided in the email and click Join (the Meeting ID will be a 9 or 10 digital number).



If joining from a mobile device

If you are joining from a mobile device (Android smartphone/tablet, Apple iPhone/iPad) then it will simply prompt you to download the Zoom Cloud Meetings app from the App/Play Store.



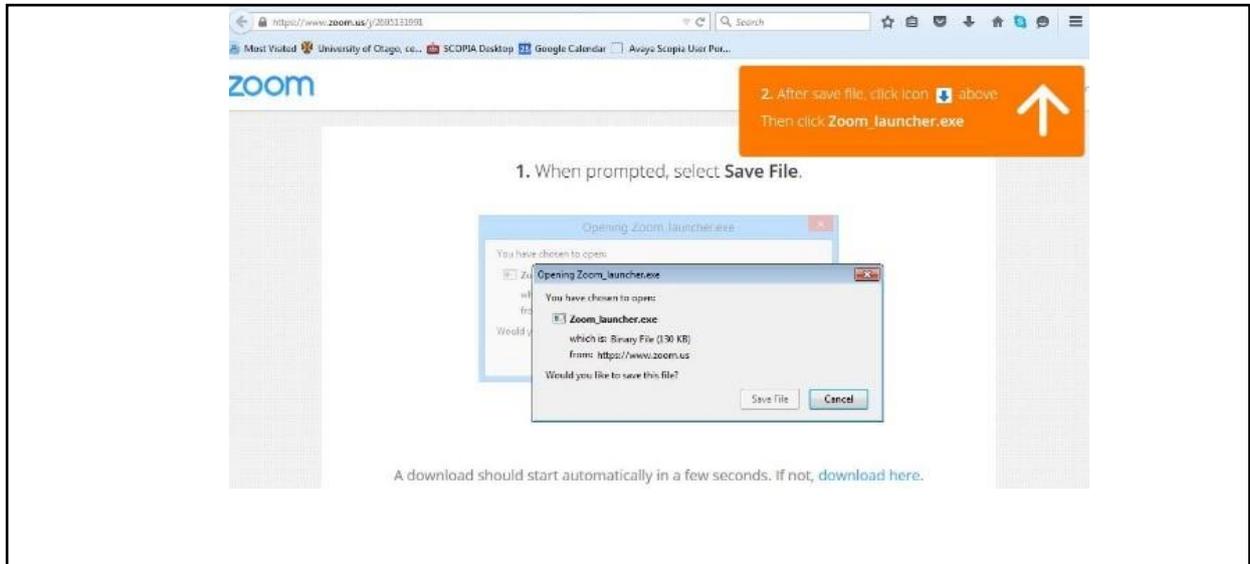
If joining from a computer

When entering a Zoom meeting for the first time from a computer you will need to download a small application file.

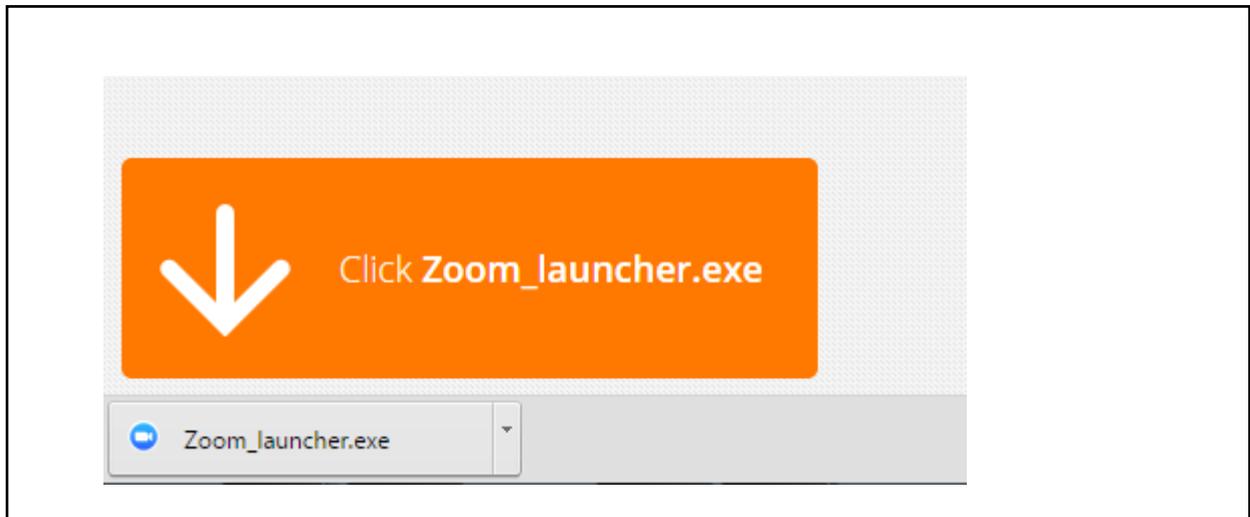
This process is easy to complete on all commonly used browsers. The examples below are shown using Mozilla Firefox and Google Chrome.

Mozilla Firefox

Click 'Save File' and follow the instruction in the orange box.



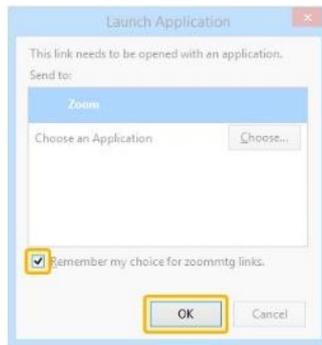
Google Chrome



Google Chrome should automatically download the file and point to it as shown above. Clicking on the Zoom_launcher.exe file will install Zoom, there will be a short pause before a blue progress bar appears indicating the installation.

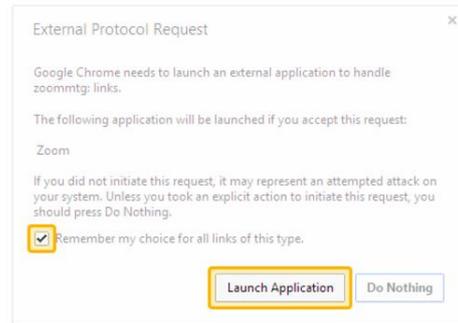
If an 'Application Launcher' or 'External Protocol Request' box appears simply tick the 'Remember my choice...' option box, click 'OK' and then select launch application

When prompted, select **OK**.



If nothing prompts from browser, [try again](#) or [download & run Zoom](#).

When prompted, select **Launch Application**.

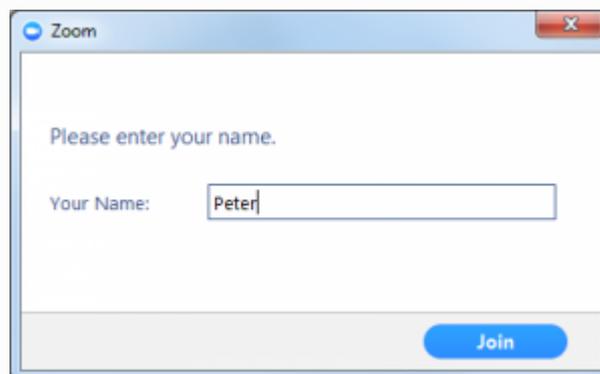


If nothing prompts from browser, [download & run Zoom](#).

If you have any troubles downloading the software this video provides a helpful demonstration <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

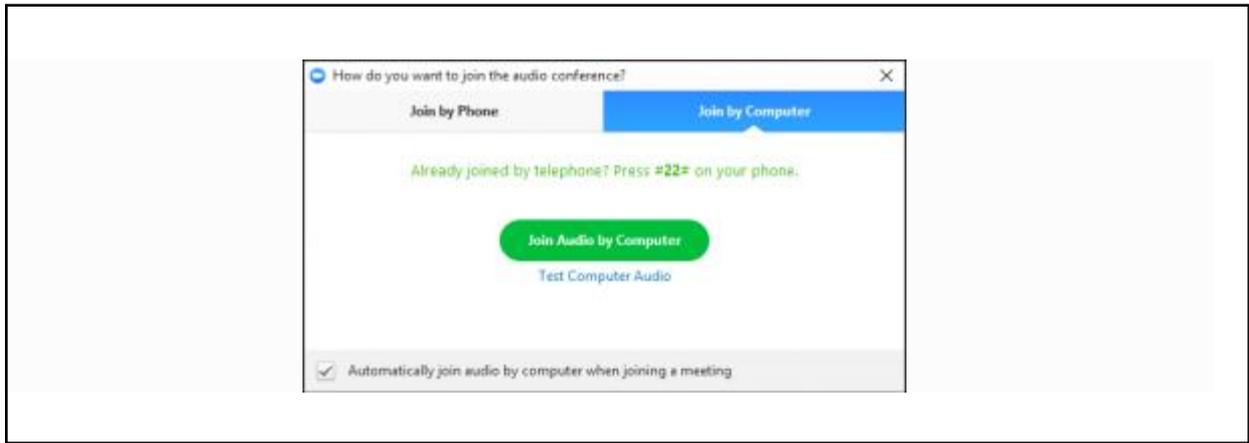
Entering the TeleTherapy meeting

3. Just before entering the meeting you will be prompted to enter a display name. This name is only used to identify you in the meeting.



4. Join Audio via Computer

You will then be prompted to select how you wish to join your audio. In most cases, you should select Join Computer by Audio (*TIP: by ticking the "Automatically join audio by computer..." option box first, will mean you won't get prompted again in the future*)



If you are having issues with audio you can use your computer for video and your phone for audio. A phone number will have been provided in the TeleTherapy meeting invite.

5. You are now in your TeleTherapy session

If your therapist has not yet joined the session it will say 'Waiting on host'. You don't need to do anything further. Once your therapist joins the session you will be able to see them via video.

Basic troubleshooting

The Zoom website has many helpful articles: <https://support.zoom.us/>

Typical issues may include:

My Audio is Not Working on iOS or Android - <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

My Video/Camera Isn't Working - <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

Using the Zoom Client and Zoom Rooms with macOS: <https://support.zoom.us/hc/en-us/articles/360016688031-Using-the-Zoom-Client-and-Zoom-Rooms-with-macOS>

Helpful videos

Video walkthroughs on getting started and more are available here:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Still having problems?

Please contact your local office who will be able to step you through these instructions.